



# Vacancy Announcement

Embassy of the United States of America  
Bujumbura, Burundi

**Vacancy Announcement No. 2010-26**

**June 8, 2010**

**Open To: U.S. Citizen Eligible Family Members (USEFMs) – All Agencies**

**Position: ICASS Customer Service Coordinator FP-06**

**Opening Date: Immediate**

**Closing Date: June 22, 2010**

**Work Hours: Full-time; 40 hours/week**

The U.S. Embassy in Bujumbura is seeking an individual for the position of ICASS Customer Service Coordinator.

Only U.S. citizen eligible family members (AEFM) as defined below of U.S. government employees assigned to the mission under chief of mission authority are eligible for consideration. A U.S. citizen EFM does not have to be residing in country to be considered, but the sponsoring officer under COM authority does have to be officially assigned to post.

## **BASIC FUNCTION OF POSITION:**

Under direct supervision of the Management Officer and working with all Mission ICASS service providers (as well as any other Mission service providers, especially if relying on eServices and/or Web.PASS for service request management and tracking), track and help ensure completion of service requests to service standards, act as customer service agent for questions about service delivery, provide regular customer and service provider training on the ICASS services and proper use of request system(s), provide updates and information about services to all staff, coordinate efforts to establish, routinize and improve Mission ICASS service delivery, service standards and standard operating procedures, and survey customers and suggest improvements. This position will also assist the Management Officer with ICASS Council business and recordkeeping.

## **MAJOR DUTIES AND RESPONSIBILITIES (% OF TIME)**

- 1. Service Request Tracking and Follow-Up (35%)**
  - Using eServices, Web.PASS and any other relevant software, actively track and follow-up to help ensure that service requests are completed to service standards and that customers are satisfied with service delivery.
  - Field complaints about service delivery and find solutions in the immediate situation and also note for potential areas for improvement.
- 2. Develop and Improve Service Delivery Processes, Procedures and Execution (35%)**
  - Survey and Review Customer Service Satisfaction Levels.
  - Keep a log of complaints/suggestions and efforts to improve service delivery.

- Generate and/or encourage suggestions for improvements and actively seek ways to implement those solutions likely to improve service delivery.
- 3. **Train Staff (Customers & Providers) about Services and Properly Submitting Requests** (15%)
  - Prepare, update and deliver appropriate training – in various forms and languages, to include through classroom instruction, management instructions, brochures, manuals, etc.
- 4. **Assist Management Officer with ICASS Council support and recordkeeping.** (10%)
- 5. **Performs other duties as assigned –** (5%)

#### **QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE**

1. **Education** - Completion of two years of university studies.
2. **Prior Work Experience** - At least two years of progressively responsible experience in organization administration and management or related field is required.
3. **Post Entry Training** – none.
4. **Language Proficiency** - Level IV written and spoken English.
5. **Knowledge** - Must have a basic understanding of organizational management and customer service practices. Must have knowledge of general administrative services procedures and/or of Department of State and associated agency ICASS regulations, instructions and procedures.
6. **Skills and Abilities** - Strong interpersonal, communications and cultural sensitivity skills to deal with Americans and local employees both in Burundi and the US. Strong computer skills and ability to use the internet effectively. Ability to use a variety of word processing, data base and spreadsheet software. Ability to research, condense and then educate staff on appropriate processes and procedures.

#### **POSITION ELEMENTS**

1. **Supervision Received** - Directly supervised by the Management Officer.
2. **Available Guidelines** – FAM, FAH and appropriate USG law and regulations.
3. **Exercise of Judgment** - Exercises considerable judgment when dealing and/or resolving problems with ICASS service providers and customers.
4. **Authority to Make Commitments** - None
5. **Nature, Level and Purpose of Contacts** - Contact with all American officers at post regarding ICASS issues. Contact with local employees, the Regional Bureau, personnel of other agencies to follow up on ICASS services status.
6. **Supervision Exercised** - None

**Time Required to Perform Full Range of Duties after Entry into the Position** - 6 months.

#### **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

**TO APPLY**

The application form is available on the Bujumbura Embassy Internet Site at <http://burundi.usembassy.gov/resources/employment-opportunities> and click on the link "Application form." Interested applicants for this position must submit the following or the application will not be considered.

1. Application for US Federal Employment (SF-171 or OF-612); and a current resume or curriculum vitae that provides additional information to the OF-612; plus
2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application.
3. All documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

**CLOSING DATE FOR THIS POSITION: June 22, 2010**

SUBMIT APPLICATION TO:

**Management Office**

American Embassy Bujumbura

Avenue des Etats-Unis

B.P 1720 Bujumbura

Ref.: Position Title

Email: [BujumburaHR@state.gov](mailto:BujumburaHR@state.gov)

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

*The US Mission in Bujumbura provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.*

*The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited Human Resources practices, and/or courts for relief.*

**DEFINITIONS**

1. US Citizen Eligible Family Member (USEFM) – For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
  - US Citizen; and,
  - EFM (see above) at least 18 years old; and,
  - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  - Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  - Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
2. EFM: An individual related to a US Government employee in one of the following ways:
  - Spouse;
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
  - Not an EFM; and,
  - Not on the travel orders of the sponsoring employee; and,
  - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.
4. Not Ordinarily Resident (NOR) – An individual who:
  - Is not a citizen of the host country; and,
  - Does not ordinarily reside (OR, see below) in the host country; and,
  - Is not subject to host country employment and tax laws; and,
  - Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.
5. Ordinarily Resident (OR) – A Foreign National or US citizen who:
  - Is locally resident; and,
  - Has legal, permanent resident status within the host country; and,
  - Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.